

System of Care

Best Practices on Cultural Competency



Building a Kansas System of Care!

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Practice Cultural Competency!

1. Value Diversity

Do not merely tolerate people of differing backgrounds and viewpoints, but consider differences as strengths.

2. Self-Awareness

Recognize any personal biases against people of different cultures and work to eliminate them.

3. Awareness and Acceptance of Differences

Understand the way the “person/client” defines health and family and how one’s own culture influences how one thinks and acts. Respect physical distance, physical contact, eye contact, and rate and volume of voice.

4. Dynamics of Differences

People may misjudge the other’s actions based on learned expectations. Without an understanding of their cultural differences, misinterpretations or misjudgments may occur.

5. Emphasize Relationship Building and Communication

Establishing trust and truthfulness to best decipher how to serve a client’s need will increase client and provider interactions and positive outcomes.

6. Accept Responsibility

Accept responsibility to combat racism, classism, ageism, sexism, homophobia, and other kinds of biases that occur.

7. Knowledge of Client’s Culture

Find out each client’s cultural background, expectations and preferences. Share your knowledge with all team staff members.

8. Adaptation

Adapt your style of interaction to reflect an understanding of diversity between and within cultures.

9. Bridge the Language Barrier

Make sure you have interpreters ready to assist individuals with limited English speaking/reading proficiency.

10. Be Sensitive to Any Religious Considerations

Religious diversity and understanding also plays an important role. Respecting religious differences will make interactions go more smoothly and remove excess feelings of judgment and pressure from either party.

These were adapted from: HNS Best Practices Cultural Competency on September 2018.



https://www.healthnetworksolutions.net/images/HNS_Best_Practices_Cultural_Competency.pdf



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